SECTION 2. SYSTEM SUMMARY

This section provides an overview of the SARSS-1 and SARSS-2A STAMIS.

2.1 Overview.

2.1.1 Application Summary. This paragraph provides an overview of the SARSS-1 and SARSS-2A applications.

2.1.1.1 SARSS-1 Application Summary. SARSS-1 automates the general functions of receipt, issue, and storage of supplies at the Supply Support Activity (SSA) and maintains accountable balance data. It initiates inventories and generates replenishment transactions. It automatically generates asset balance change request transactions and forwards them to SARSS-2A in a division configuration, or SARSS-2AC in a non-divisional configuration for all lines that had activity since the last update. SARSS-1 also uses interchangeability and substitutability (I&S) logic in support of customer requirements.

2.1.1.2 SARSS-2A Application Summary. SARSS-2A supports materiel management operations within the division, separate brigade, and Armored Cavalry Regiment (ACR) Materiel Management Center (MMC). It performs time-sensitive functions that include requisition routing, release of controlled items, gross obligation of customer funds, generation of disposition transactions for excess retrograde, and provides asset visibility to subordinate SARSS-1 activities.

2.1.2 Performance. The following subparagraphs summarize the general performance characteristics for the two STAMIS as listed in the related Functional Description (FD) documentation.

2.1.2.1 SARSS-1 Performance Characteristics. SARSS-1 must perform the daily average workload within the available processing time. Some processes are executed in batch mode without the need for interactive intervention by the user.

a. SARSS-1 must meet the following performance requirements -

(1) Obtain status on critical supplies within 20 minutes.

(2) Ensure that stockage information is current within 12 hours.

(3) Pass critical supply requirements to the next level within three hours.

b. In terms of accuracy and validity of data, SARSS-1 must meet the following performance requirements:

(1) Perform mathematical calculations to two decimal places with 100% accuracy.

(2) Compute dollar values for system processes, as required, ensuring 100% accuracy upon transfer of information to the Standard Financial System (STANFINS) and the Standard Army Financial Inventory Accounting and Reporting System (STARFIARS).

(3) 100% accuracy for all information passed between SARSS-1 and SARSS-2A or SARSS-2AC sites.

(4) Data is only permitted in fields with the exact number of characters permitted and in the alphanumeric sequence specified.

c. With respect to supply performance statistics, SARSS-1 must accept raw input data, process it based on the applicable control parameters, and report the statistical summary data to higher echelons up to Department of the Army (DA). The consolidated, detailed reports generated must include data on the following:

(1) Request Processing Statistics.

(2) Excess Statistics.

(3) Inventory and Location Survey Statistics.

(4) ASL Management Statistics.

2.1.2.2 SARSS-2A Performance Characteristics. Many of the characteristics discussed in conjunction with the overview of SARSS-1 anticipates that the transactions coming in from SARSS-2A will be error-free as well. In addition, the following specific performance characteristics apply to the SARSS-2A:

a. SARSS-2A performs management-related functions as correspond to the role of the commodity managers traditionally found at a DMMC.

b. The performance characteristics of the SARSS-2A are designed to support the following SARSS-2A processing functions:

(1) *Interactive Processing*.

(a) Review and approval of transactions that are routed to the Manager Review File based on the "exception processing criteria" established by regulatory parameters and SARSS-2A unit unique parameter settings.

(b) Updates of financial control file records.

(c) Input of obligations and status against local procurement actions.

(d) Input of status and confirmation transactions.

(e) Establishment of manager controls.

(f) Designation of central repair facilities.

(g) Stockage level management.

(h) Reparable management.

(i) Update and maintenance of the DODAAF and parameter files.

(j) File query capability.

(k) Generation of reports and listings based on interactively established criteria and ad hoc queries using STAMIS forms-based screen input of criteria.

(2) *Batch Processing*.

(a) Automated processing of transaction I/O via Transaction-Out and Transaction-In functions.

(b) Creation of manager review file records during batch processing based on the exception criteria established by the pattern of regulatory and unique parameters in effect at a given site.

(c) Automatic generation of referral release transactions or requisitions to the appropriate Source of Supply (SOS) for requirements that remain after the lateral and other internal processing logic has exhausted all other options.

(d) Maintenance of funding information based on appropriate automatic posting of updated transaction data that effects the obligation and deobligation of funds.

(e) Maintenance of asset visibility of the subordinate SARSS-1 ABFs as required to support lateral search capabilities.

(f) Routine "feeds" of asset information to Corps as part of the automated transaction flow via related Transaction Out File records.

(g) SARSS-2A master file maintenance.

(h) Automatic replies to customer initiated requests for status, follow-up, and cancellation.

(i) Generation and routing of reply transactions to the requester based on the routing table and SARSS Network Router (SNR) processing logic.

(j) Forwarding and posting of document history and demand history transactions to the SARSS-2AC platform as part of the automated Transaction-Out File creation process.

(k) Close-out processing logic, typically executed at the end of the processing day, to include the following automated routines:

1 Catalog update data processing and related distribution of transaction-based catalog update data to subordinate SARSS-1 sites for automatic posting to the ABF and affected files.

2 Generation of transactions to control asset redistribution and excess retrograde actions.

3 Reparable management processing.

4 Generation and routing of Stock Number Relationship File (SNRF) update transactions to subordinate SARSS-1 sites.

5 SARSS-2A master file updates.

6 Creation of overaged transaction reports for interactive and off-line manager intervention as appropriate.

7 Deletion of expired control degree codes that were not reset based on prior expiration notices provided by the system.

8 Report formatting and spooling routines.

2.1.3 Controls. SARSS-1 and SARSS-2A are controlled by three types of supervisory parameters. These are regulatory parameters, system parameters, and user-defined parameters.

a. *Regulatory Parameters/System Parameters*. This class of parameters are proscribed by guidance from the Department of the Army (DA), Office of the Deputy Chief of Staff for Logistics (ODCSLOG), and the Department of Defense (DOD), in various publications.

b. *User-defined Management Parameters*. SARSS-1 and SARSS-2A have unit-unique parameters that provide a method of tailoring certain operational characteristics of each STAMIS to match local operational requirements. The parameters in this category are established to facilitate "Management by Exception" using locally established criteria.

2.2 System Environment. This paragraph provides information about the configuration of equipment, and software that will be needed to support the operation of the system.

2.2.1 Hardware Required. This paragraph lists the targeted components and features of the chassis, monitor, keyboard and peripherals that comprise the file server and workstations.

a. *Targeted Components and Features*. Both the file server and workstations required to support the SARSS-1 and SARSS-2A operations are targeted to be Desktop systems with an Intel Pentium II, 400MHz processor with the following components and features:

(1) 128MB IC SDRAM 100MHz Module.

(2) 230 Watt Power Supply.

(3) 3.5" 144MB Floppy Disk Drive.

(4) Internal PCMCIA Drive.

(5) SCSI Adapter, PCI Interface.

(6) 9.1GB Ultra SCSI Hard Drive.

(7) Internal 32X SCSI CD-ROM.

(8) Internal DC 4GBi DAT Drive.

(9) Internal EtherEZ BNC/RJ45/AUI LAN Card.

(10) 4MB PCI ATI Video.

b. *Targeted Peripherals.*

(1) 15" .28mm Color Monitor.

(2) Surge Suppressor.

(3) Dot Matrix Printer with cable.

(4) 328 ft., 10bt patch cord, twisted pair cable with RJ45 connectors.

(5) External 56K Modem with V.90 & X2 Technology.

(6) 7000VA, 120/230 Switchable UPS.

(7) Ethernet 12 Port Hub.

(8) Transit case(s).

2.2.2 Software Required. This paragraph provides a general overview of the software required to support SARSS-1 or SARSS-2A operations on targeted platforms. For a detailed summary of the software and procedures required to load and configure all components as required in a field environment, consult the Software Version Description (SVD) that is provided with each interim change package (ICP) and software change package (SCP) broadcast. The general list of required software components is as follows:

a. Solaris 2.6, SunOS 5.6, Generic on CD-ROM. The Solaris 2.x is sometimes referred to as SunOS 5.x; this manual won't propagate that terminology.

b. BLAST Army-standard asynchronous protocol software to support dial-up ("Point-to-Point") and Combat Service Support Automated Information System Interface-Virtual End To End (CASISI-VEE) data interchanges.

c. Windows NT Version 4.0 Workstation, Service Pack 6

d. NetTerm Version 4.2.a for Windows NT

e. RPM Version 3.0.0.10 for Windows NT

f. STAMIS software

2.3 Contingencies and Alternate Modes of Operation. The occasion may arise when an installation's computer system may be inoperable due to abnormal circumstances. Develop a Continuity of Operations Plan (COOP) that allows you to re-establish your system on another site's computer. A COOP will reduce the impact caused by your system down time. Many types of emergencies will cause a unit to COOP with another unit.

a. *COOP Emergencies*. Some examples are:

(1) ADP equipment malfunction.

(2) Damage or destruction of ADP files, programs, or procedural documentation.

(3) Denial of access or damage resulting from vandalism, bomb threats, or acts of nature.

(4) Limited or general war, insurrections, or similar conditions requiring supported installation and each individual unit to assume a wartime mission.

(5) When the unit is destroyed.

b. *Development of a COOP*.

(1) Each unit should develop and maintain a COOP in conjunction with the ISSO and/or DOIM. The procedures should be tested annually.

(2) Many different aspects should be considered when developing the COOP, specifically:

(a) The criticality of your unit's support role.

(b) Workload priorities to meet essential requirements.

(c) Your unit's support level.

(d) Your unit's turn-around time or responses.

(e) Protection of files, programs, and documentation.

(f) Safe storage area for backup tapes. Ensure that critical backup tapes, operating system disks, and system documentation are stored at an alternate site. You must be able to take your backup information and tapes to another computer and use the SOP to restore the operating system and your latest data files.

2.4 Fort Lee Assistance Offices. The following activities at Fort Lee provide assistance in solving problems:

a. *Fort Lee Customer Assistance Office (CAO).* The Fort Lee CAO is the first external point of contact for the resolution of system problems that cannot be resolved through local resources. The Fort Lee CAO provides a hotline for all STAMIS supported by the U.S. Army Software Engineering Center-Lee (USASECL). All calls, whether for information or assistance, are entered into the CAO database and tracked to closure. The Unit Point of Contact (POC) telephones the CAO and provides adequate information to permit them to determine where to refer the call for resolution. The CAO telephone numbers are:

AUTOVON: 687-1051
COMMERCIAL: (804) 734-1051
AUTOVON FAX: 687-2974
COMMERCIAL FAX: (804) 734-2974

b. *Technical Analyst*. The technical analyst handles only those calls referred by the Fort Lee CAO. The Technical Analyst provides technical support for all SARSS-1 and SARSS-2A units. On-duty support is provided between the hours of 0800 and 1800 (EST) Monday through Friday (holidays excluded). Calls received by the CAO after normal duty hours will be referred to an on-call analyst. The Unit POC may not call the any functional/technical analyst directly. All calls received by the Technical Analyst are logged into the CAO Automated System and are tracked to closure.

c. *Types of Calls.*

(1) *Functional Guidance Calls (FG).* This type of call is not considered to be critical but does require a written record. All FG calls are processed by taking down the appropriate information and followed to closure in accordance with current CAO procedures.

(2) *Technical Guidance Calls (TG).* This type of call includes all hardware and software problems encountered during normal daily operations. All TG calls are processed by taking down the appropriate information and followed to closure in accordance with current CAO procedures.

(3) *Communications Guidance Calls (CG).* This type of call includes all communication problems (SNR/Media-In/Out) encountered during normal daily operations. All CG calls are processed by taking down the appropriate information and followed to closure in accordance with current CAO procedures.

d. *Information to be Provided by the Unit POC.* The following information is provided by the unit requesting assistance in order to facilitate the fastest possible response to the problem:

(1) *Installation Name*. The Installation name where the Unit is located (i.e., Bragg, Lewis, Panama, etc.).

(2) *Routing Identifier Code (RIC).* The unique RIC for the unit (i.e., WAJ, WE7, B9U, etc.).

(3) *Unit POC Name*. The name of the user placing the call to the CAO (including rank or title).

(4) *Unit POC Phone Number (Autovon and Commercial).* The phone number(s) of the POC placing the call (include additional extensions if available).

(5) *Application Baseline and Operating System Version Number*. The application baseline (i.e., L1Y-03-18) and OS version number (i.e., Solaris 2.6) and the type of platform.

(6) *Error Messages*. The error messages related to the problem. Make sure that all messages are recorded exactly as they appear on the terminal screen.

(7) *Description of the Problem*. This is the user's description of the problem. It includes processes executing, abnormal operating conditions, hardware failures, application errors, who was on the system, and what the user thought the system should be doing.

e. *Processing Procedure*. Once the unit POC gathers all the pertinent information about the problem, call the CAO at Fort Lee, VA. The CAO will log the call and transfer the user to a technical anayst, if appropriate. An internal Control Number is assigned to each call which is used to track the problem to closure. The technical analyst continues to record the information the user provides.

(1) The CAO POC determines if the call is a hardware, software, functional, or a communication issue based on the data obtained from the unit POC. If the CAO POC is unable to resolve the problem during the initial call, the call is referred to the appropriate analyst (technical or functional) for research and resolution. The CAO POC will provide the unit POC with the assigned Control Number and will give notification on when the user can expect a response.

(2) The CAO contacts the user and keeps the unit POC informed of the status of the report until a solution or work-around has been identified. Once the solution has been determined and verified by the assigned analyst, the unit POC is notified and given the procedures to correct the problem.

(3) After the solution is provided to the unit POC and executed according to the recommended procedures, it is the unit POC's responsibility to notify the CAO if the solution and procedures fail to correct the problem.

(4) Once the solution has been provided, executed, and verified, the CAO POC will follow-up the report within four (4) business days to confirm that the problem has been solved and request closure from the unit POC.

(5) The mission of the CAO is to provide the best possible solution in the shortest time possible. However, incomplete/inadequate information or, in the case of serious system problems, a "fast" response is not always feasible.